Attachment 3
Cause N0. 41657

Attachment A – Change Management Process

SBC
Competitive Local Exchange Carrier (CLEC)

Interface
POR Change Management Process

1.0   Purpose

This document contains the standards for the Plan of Record Change Management Process ("POR CMP") by which SBC Communications (hereinafter referred to as "SBC", consisting of Ameritech, Nevada Bell, Pacific Bell, Southwestern Bell Telephone, and Southern New England Telephone) will notify Competitive Local Exchange Carriers ("CLECs") of changes to the Operational Support Systems ("OSS") interfaces, introduction of new interfaces and retirement of interfaces detailed below and provides for the identification and resolution of CLEC issues associated with the CMP for the purpose of implementing this Uniform and Enhanced OSS Plan of Record ("POR"). Interfaces as used in this document are intended to include the common platform components, which provide the functionality delivered via the actual interface to the CLEC. CLECs are defined as the Competitive Local Exchange Carriers, their authorized representatives, or their agents (hereby referred to as "CLECs"). The PORCMP is intended to establish a structural means by which the SBC POR is implemented. The parties intend for the POR CMP to be dynamic in nature, managed through regularly scheduled meetings (as set forth in the Implementation Phase Work Schedule contained in Section III(I)) and based on group consensus (See Section 7.2. "Change Management Process Meetings"). This document may be revised if SBC and CLECs jointly agree to those revisions.

1.1 Use of the POR CMP for the Implementation Phase Work Schedule

Pursuant to Paragraph 28(b) of the SBC/Ameritech merger conditions, this POR CMP shall govern the Implementation Phase Work Schedule contained in Section III(I). This POR CMP shall also govern the Transition Plan (attached hereto as Appendix I) from the 13 State Present Method of Operation ("PMO") to the Future Method of Operation ("FMO") (as defined in the Plan of Record ("POR")) for all aspects of the transition to Uniform and Enhanced OSS that are not addressed in the Implementation Phase Work Schedule, including but not limited to updates to the CLEC Handbook, escalation procedures and other CLEC support functions as identified in Appendix I.

2.0   Scope

2.1 This process pertains to all pre-ordering, ordering, provisioning, and maintenance electronic interfaces, specific to CLEC end-user's local services ordering only, including, but not limited to, SBC's Application-to-Application Interfaces and Graphical User Interfaces ("GUI"), as identified in the Implementation Phase Work Schedule contained in Section III(I) of the POR.
SBC will continue to develop its Uniform and Enhanced Interfaces according to industry guidelines (as discussed in Section 3.2.1 of this document) for wholesale customers to

order and maintain Local Services. As industry guidelines evolve, SBC will use the POR CMP within the framework of the Implementation Phase Work Schedule to review the guidelines and determine appropriate implementation choices.

2.2 This document applies to SBC and all CLECs operating in Arkansas, California, Connecticut, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas and Wisconsin for purposes of implementing the POR.

2.3 CLEC User Forums will not be utilized to address/resolve any aspects of the POR, without CLEC consent.

3.0 Implementation of POR FMO Interfaces

3.1 Two Types of POR FMO Interfaces

The POR CMP manages the movement from the PMO environment to the FMO environment as described in the POR. Such changes may encompass:

- Category One (Gateway) include gateway applications, such as Electronic Data Interchange ("EDI") Ordering, EDI/Common Object Request Broker Architecture ("CORBA"), Electronic Bonding Trouble Administration ("EBTA"), and DataGate Pre-Ordering.

- Category Two (GUI) is solely for GUIs where the change is specific to a GUI (As listed in the FMO Table XX).

3.2 Implementation of Category One (Gateway) and Category Two (GUI) Interface Processes (Appendix A)

3.2.1 For Gateway interfaces based on industry guidelines, the parties agree that the guidelines developed at the industry forums i.e., Alliance for Telecommunications Industry Solutions ("ATIS"), Ordering and Billing Forum ("OBF") will be the basis for managing change. SBC anticipates using applicable OBF Guidelines. If SBC or the CLECs believe that a variance to an industry standard or guideline is warranted, the decision to implement or not implement the variance will be made collaboratively in accordance with the Implementation Phase Work Schedule, in Section III(I) of the POR. If no industry guideline exists, SBC will work within the POR Implementation Phase Work Schedule to obtain CLEC consensus on interim guidelines until industry guidelines are adopted. SBC will provide technical EDI specifications as part of the requirements definition in accordance with the format that has been jointly agreed to by the SBC and CLEC communities per the Documentation Forum. SBC will also consider changes recommended by CLECs through the Change Request Process (see Section 7.3).

3.2.2 SBC will prepare a preliminary 12 month package of the implementation schedule for Uniform and Enhanced OSS Interfaces as well as any other changes to any currently supported Category One or Category Two OSS interfaces or any proposed

new Category One or Category Two OSS interfaces and share these plans beginning with the next regularly scheduled Change Management meetings held upon completion of Phase II of the Uniform and Enhanced OSS POR described in Paragraph 28B of the SBC/Ameritech Merger Conditions. Each Change Management meeting (See Section 7.2. "Change Management Process Meetings") will include a standing agenda item for updates related to POR implementation activity. SBC will provide its updated plans as part of its 12-Month Development View on a quarterly basis or more often as necessary (see Managing the PORCMP, Section 7).

3.2.3 In addition to the information required pursuant to the Implementation Phase Work Schedule contained in Section III(I) of the POR, SBC will provide a **Release Announcement** covering the four regions which will be delivered to CLECs via an Accessible Letter for the pre-order/order interfaces to be deployed as part of the Implementation Phase Work Schedule on the date SBC/Ameritech delivers Category I, II, and III FMO draft data as set forth in Section III(I) of the POR.[36] The letter will contain a written summary of the change(s) in plain English, a target timeframe for implementation, any cross reference to industry documentation, and any known exceptions to industry guidelines.

3.2.4 If a CLEC identifies issues or requires clarification, the CLEC must send a written response (via e-mail, fax or regular mail) to the SBC POR Change Management Point of Contact ("POR CMPOC", defined in Section 7.1) and the CLEC's Account Manager. The CLEC response will specify the CLEC's questions, issues and any alternative recommendations for implementation. The CLEC response must be received by the SBC POR CMPOC and the CLEC Account Manager in writing within 7 calendar days.

3.2.5 SBC will review all CLEC responses.

3.2.6 Within seven (7) calendar days of the end of the time period specified in Step 3.2.4, SBC will provide written answers to CLEC questions via Accessible Letter. SBC's answers will be shared with all CLECs, unless any questions were specifically identified as "private" by any CLEC.

3.2.7 If SBC announces any changes before applicable guidelines are finalized at the ATIS/OBF industry forums, SBC will review the final guidelines when they are issued for any alterations that may be necessary for compliance with the finalized

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[36] In all cases, the date of any Accessible Letter referenced in this Agreement will be the date on which SBC e-mails the document to CLECs. Provided, however, that any Accessible Letter transmitted by e-mail after 4:00 PM Central Time shall be considered as transmitted the next business day. SBC will send the Accessible Letters to the contact(s) designated by the CLEC on the CLEC profile. It is each CLEC's responsibility to ensure that SBC has a current contact list.

requirements and will work these changes within the standards of this CMP. If SBC or the CLECs believe that a variance to an industry standard or guideline is warranted, the decision to implement or not implement the variance will be made collaboratively in accordance with the Implementation Phase Work Schedule, in Section III(I) of the POR.

3.2.8 Fourteen calendar days after SBC provides to CLECs the draft Category IV data as set forth in section III(I) of the POR, SBC will deliver to CLECs via Accessible Letter the **Initial Release Requirements** for each pre-order/order interface in each region to be implemented as part of the POR. For Category One interfaces, the Initial Release Requirements will contain the planned implementation date, Index of Changes, updated interface requirements (e.g., Local Service Pre-Order Requirements ("LSPOR") changes, Local Service Ordering Requirements ("LSOR") changes, and EDI mapping), exceptions to transaction sets or data models, industry cross reference, reporting impacts, (if any), and timeframes for CLEC joint testing. In setting the timeframes for CLEC joint testing, SBC will provide CLECs with a period not less than 67 days prior to the Implementation date for each interface. For Category Two interfaces, the Initial Release Requirements will contain a written summary of the change(s) in plain English, a target timeframe for implementation, any cross-reference to updated User Guide or revised User Guide pages and timeframes for CLEC testing. Uniform Ordering GUI (LEX) changes associated with the LSR will be handled on a timeline to allow for the 60-day test window. The Initial Walk-thru for Category One and Two interfaces (see Appendix J Walk-thru criteria) shall occur as part of the SBC/CLEC Collaborative on Category IV Data as described in Section III(I) of the POR with the appropriate SBC/Ameritech subject matter experts. Implementation will occur in accordance with the Implementation Phase Work Schedule contained in Section III(I) of the POR.

3.2.9 If a CLEC identifies issues or requires clarification (including issues with the planned implementation timeline and testing windows), the CLEC must send a written response (via e-mail, fax or regular mail) to the SBC POR CMPOC and the CLEC's Account Manager, which must be received not later than the 21st calendar day after the date of the Initial Release Requirements.

3.2.10 SBC will review all CLEC responses to the Initial Release Requirements.

3.2.11 Within 14 calendar days of the date identified in 3.2.9 above, SBC will provide written answers to CLEC questions via an e-mail Accessible Letter. SBC's answers will be shared with all CLECs, unless any questions were specifically identified as "private" by any CLEC. Those issues will be discussed in the SBC/CLEC Collaborative on Category IV Data. Any changes that occur as a result of the collaborative will be included in the **Final Release Requirements**, which will include a summary of changes from Step 3.2.8 above (Index of Changes), implementation date of the new version, screen representations reflecting any changes to the GUI screens, the sunset date of the old version and reference to SBC's CLEC web site location where the detailed Final Release Requirements are stored. The Final Release Requirements will be provided to CLECs within 14 calendar days of the conclusion of the SBC/CLEC Collaborative on

Category IV Data. SBC will conduct a conference call or meeting, within three business days after distribution of the Final Release Requirements, to discuss any changes made to the Final Requirements. CLECs will have 14 calendar days to accept the Final Release Requirements provided by SBC. The implementation timeline for the release will not begin until all related documentation is provided.

3.2.12 Should a CLEC elect to initiate the **Outstanding Issue Solution (OIS)** process (as described in Section 6 of this PORCMP) **related to the Final Release Requirements** for Category One or Category Two Changes, the CLEC must send a written notice (via e-mail, fax or regular mail) to the SBC POR-CMPOC and the CLEC's Account Manager, which must be received within seven (7) calendar days from the date of the Final Release Requirements for App to App and GUI Pre-Ordering and Ordering interfaces.

3.2.13 Upon receipt of a CLEC OIS notice relating to such Final Release Requirements, SBC will conduct an OIS conference call for 2:00 PM Central Time, seven (7) calendar days after the due date for the OIS notices (14 calendar days after the date of the Final Release Requirements). Additional procedures for an OIS related to such Final Release Requirements are as specified in Section 6.0 of this document.

3.2.14 Once the CLEC customers accept SBC's proposed Final Release Requirements, the implementation time line contained in the Implementation Phase Work Schedule in Section III(I) of the POR will begin. Testing, as defined in the CLEC Joint Testing section of the FMO contained in the POR, will be conducted, as defined in this section, by SBC and any interested CLEC. Testing will continue until the agreed upon testing exit criteria have been satisfied, in accordance with a negotiated joint release test plan, to the mutual satisfaction of the parties.
   a. SBC will make testing available in accordance with the timeframes specified in the Final Release Requirements above. The available testing timeframe shall be no less than 60 calendar days for Category One interfaces.
   b. For the Uniform Ordering GUI (LEX) LSR changes, SBC will provide CLECs access to the test environment in accordance with the timeframes specified in the Final Release Requirements. The available testing timeframe shall be no less than 60 calendar days.
   c. Testing must be scheduled to end at least seven (7) calendar days prior to the scheduled implementation date, unless otherwise agreed between SBC and the CLEC. This seven-day period is to accommodate the software freeze in preparation of the release, and to provide CLECs an opportunity to invoke an OIS, if necessary as a result of release testing, as described in Section 6.0 of this document.

3.2.15 If the parties cannot agree on whether the test criteria have been satisfied within the planned timeframe, either SBC or the CLEC may invoke a second **OIS process**

related to Gateway Implementation, using the eligibility requirements and timeline defined in Section 6.0 of this document.

3.2.16 If no Gateway Implementation OIS is initiated after the completion of joint testing (or after successful conclusion of any such OIS), SBC will implement the new release or updates.

3.3 Versioning of Gateway Releases

3.3.1 SBC will support three versions of software at all times for its EDI Ordering and EDI/CORBA Pre-Ordering interfaces. The last dot release of the retired LSOG will be supported until the next LSOG is implemented. The other two versions supported will either be the latest two dot versions or in the case of initial implementation of an LSOG, the new LSOG and the next to last dot release of the retired LSOG. Sunset of the oldest LSOG will occur on the implementation date of the newest LSOG version.

3.3.1.1 In the time period before each region moves to the Uniform OSS platform as defined in the SBC/Ameritech merger conditions, SBC will implement support for two versions as outlined in the release requirements for the July 22, 2000 EDI release scheduled for the SWBT and PB/NB regions. SBC will maintain Issue 7 in the Ameritech region in the interim period through the implementation of the Uniform OSS platform. After implementation of the common platform, all regions will be supported by three versions as defined in this section.

3.3.2 For example, if LSOG 4 is being implemented and the interface is currently on LSOG2.3, before implementation the versions available to the CLEC would be LSOG2.3, LSOG 2.2 and LSOG1.3 (the last dot release of LSOG1). When LSOG4 is implemented, LSOG 1.3 would retire and LSOG 2.3, LSOG 2.2 and LSOG4 would be available. When LSOG4.1 is implemented, the CLECs could use LSOG 2.3 (which will be supported until the NEXT major LSOG release), LSOG4 and LSOG4.1.

	1	2	3	4	5	6	7	8	9	10	11	12
LSOG 1.3	teal	teal	teal	teal								
LSOG 2.2			yellow	teal	teal							
LSOG 2.3				yellow	teal	teal	teal					
LSOG 4.0					yellow	teal						
LSOG 4.1						yellow	teal					
LSOG 4.2							yellow	teal	teal			
LSOG 4.3								yellow	teal	teal	teal	
LSOG 5.0									yellow			

3.3.3 For emergency fixes that may be required to correct problems in software releases, other than scheduled quarterly releases, the version number will not be incremented and will not cause the oldest dot version of the current LSOG to be retired as a result of the implemented fix.

3.3.4 For mandated changes that must occur between regularly scheduled releases, SBC will not retire the oldest version in order to implement the mandated change. The mandated change will be implemented as sub dot releases of all versions, unless the mandated change could not be accommodated by the structure or intent of the old LSOG version. For example, if the structure of the old LSOG version supported a field at the LSR level while the new mandate required the field to be supported at the Line level, this change could impact the architecture of the system and database. Each instance would need to be evaluated on a case-by-case basis.

3.3.5 SBC's DataGate Pre-Ordering interface utilizes similar versioning patterns. SBC will support three versions of software, the current version and the two past versions. SBC's release announcement of a new DataGate version will constitute notification of sunset for the oldest DataGate version and will include notification of the specific version of DataGate that will sunset with the new release. Upon implementation of the newest release, SBC will no longer support the oldest version.

3.3.6 SBC makes available one version of a GUI at any given time.

4.0   Retirement of Existing Interfaces

4.1 Retirement Groups
This process divides the retirement of all interfaces in the scope of this document into two groups:
- Group A: retail interfaces (see Appendix A)
- Group B: wholesale interfaces (see Appendix A)
  - Category 1: Gateway applications
  - Category 2: GUI applications

4.2 Interface Retirement Process

4.2.1 Prior to sending a Retirement Notice, **SBC will share its initial plans** for retirement of existing interfaces at a scheduled CMP meeting. During that scheduled meeting, SBC will explain the rationale for retiring the interface, where the replacement functionality resides or where it will exist in production at least six months prior to the scheduled retirement date, its plans to maintain the interface for a specified period of time, and its target date for the Retirement Notice.

4.2.2 SBC will announce the retirement of the interface in a **<u>Retirement Notice</u>** delivered to CLECs via an e-mail Accessible Letter. The letter will contain a written summary of the retirement plans in plain English and a retirement date. The letter will also specify the interfaces where comparable functionality currently exists or will exist in production at least six months prior to the scheduled retirement date. Once an interface with comparable functionality is in production, no CLEC may begin to use (i.e., "turn up" for the first time) the interface that is scheduled for retirement. For retirement of interfaces, SBC will provide the following notice (broken out by Interface Group) from the time of the Retirement Notice to the retirement of the interface, unless SBC invokes the use of the Exception process, as described in Section 5.2.

- Group A: 12 months
- Group B:
  - Category 1: 24 months
  - Category 2: 12 months

4.2.3 If a CLEC identifies issues or requires clarification, the CLEC must send a written response (via e-mail, fax or regular mail) to the SBC POR-CMPOC and the CLEC's Account Manager, which must be received no later than the 21st calendar day following the date of the Retirement Notice. The CLEC response will specify the CLEC's questions, issues and any alternative recommendations.

4.2.4 SBC will review all CLEC responses.

4.2.5 Not later than the 21st calendar day following the end of the period specified in Step 4.2.3, SBC will provide written answers to CLEC questions via an e-mail Accessible Letter. SBC's answers will be shared with all CLECs, unless any questions were specifically identified as "private" by any CLEC. Any changes that may occur as a result of the answers will be distributed to all CLECs in the same Accessible Letter. This will constitute the **<u>Final Retirement Notice</u>**, which will include the retirement date and any changes in Step 4.2.2 above.

4.2.6 With respect to retirement of Group B interfaces only, a CLEC may elect to use the **<u>OIS process</u>**. Should a CLEC elect to initiate the process described in Section 6.0, the CLEC must send a written notice (via e-mail, fax or regular mail) to the SBC POR-CMPOC and its Account Manager, which must be received at least 30 calendar days prior to the scheduled retirement date.

4.2.7 Upon receipt of a CLEC OIS notice related to such Final Retirement Notice, SBC will schedule an OIS conference call for 2:00 PM Central Time, seven (7) calendar days after the due date of the OIS notices.

4.2.8 If no OIS is initiated, (or after successful conclusion of any OIS), SBC will retire the interface on the retirement date announced.

5.0   Other Items

5.1 Emergency Situations Related to a Release

5.1.1 Operational Points of Contact (OPOC)
Each CLEC will designate primary and secondary Operational Points of Contact (OPOC) for the regions in which it operates. The OPOC will serve as the CLECs' official designee for notifications on all emergency situations related to releases. The CLECs must provide the OPOCs' names, telephone numbers, e-mail addresses and fax numbers to the POR-CMPOC and the CLEC's Account Managers. SBC will create the OPOC list. It is SBC and the CLEC's responsibility to maintain and update the information on the list.

5.1.2 Emergency releases or emergency implementation date changes will be handled as special cases.

5.1.3 Emergency releases are releases that address major software problems, production system failure or an interface failure. These also include releases that address significant production problems, the failure of scheduled release enhancements and the failure of pre-existing functionality.

5.1.4 The notification process interval will be handled on a case-by-case basis and will depend on the type and extent of the emergency. Notification to the CLECs will be sent as soon as reasonably practicable after the emergency is recognized. The emergency notification may not be in the form of an Accessible Letter, and may be sent via other expedited means (e.g., fax, e-mail or phone call).

5.1.5 In emergency situations, mutual testing and problem resolution will be conducted through the OSS contacts for all companies involved. Disagreements regarding the existence of an emergency situation shall be resolved through invoking an OIS, as described in Section 6.0, and/or escalation and may be brought before the appropriate regulatory body.
Should a release have a major problem which has a significant impact to a CLEC, the CLEC or SBC may invoke an OIS where a remedy to the emergency situation, including backout and recovery considerations, will be decided.

5.2 Exceptions

5.2.1 Above and beyond the need to handle emergency situations, the parties recognize
the need to occasionally allow for other exceptions to the PORCMP described herein.
However, because it will be difficult for SBC or other CLECs to accurately assess the impact of SBC's proposed change on any given CLEC's current or future development,

any agreement to deviate from the PORCMP shall be agreed to unanimously by Qualified CLECs and SBC. If SBC or CLECs wish to propose that a specified change, introduction of a new interface or retirement of an interface be handled on an exception basis, SBC will issue a Release (or Retirement) Requirements Exception Accessible Letter, which indicates that an exception is requested following the conclusion of a reply and comment cycle.

5.2.2 Following the timelines outlined in this document, CLECs may respond with questions and issues. SBC may request that the question and comment period be expedited as part of the exception. This expedited comment cycle would also be open to CLEC comment. Qualified CLECs as defined in Section 6.4 of this document, may indicate objections to handling the change, new interface or retirement as an exception. Lack of a response within the specified timeline indicates no objection.

5.2.3 SBC may proceed to implement the change, new interface or retirement on an exception basis only if there are no outstanding issues, or CLEC objections at the end of the CLEC response cycle specified in Step 6.2.2 above.

5.2.4 Regulatory mandated changes, whereby a regulatory body specifically orders expanded or modified functionality within a mandated timeframe that does not allow for the timelines specified in the CMP, will not be subject to the objection process for exceptions. If necessary, objections to the mandated change, the method for handling the mandated change, or the associated timeline may be taken to the applicable regulatory bodies. In the Accessible Letter notification, SBC will provide any modified timelines for the change. If no such timeframe is specified, regulatory mandated change shall be subject to the CMP process as described in this document. SBC and the CLECs will where possible make every effort to encourage regulators to follow the PORCMP timeline for mandated changes.

5.2.5 SBC/Ameritech merger related requirements are not considered mandated changes and shall follow the PORCMP.

5.3 Training
All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into external CLEC training and SBC's internal processes for updating employees on changes to CLEC and its own retail systems. This includes updating external CLEC training, and internal training and applicable Methods and Procedures (M&P).
All parties agree that information regarding changes to the interfaces, as well as information regarding new interfaces, needs to be communicated and coordinated with end users and support personnel to ensure effective implementation.

5.4 Documentation Change
CLECs will be notified (via Accessible Letter) of Changes that impact OSS related documentation (e.g., LSOR, LSPOR, User Guide, ESO User Guide, RSOG, etc.). The

applicable documentation on the SBC CLEC web site will be updated as defined in the written notification.

5.5 CLEC Testing

5.5.1 Existing Interfaces
For interfaces contained in the Implementation Phase Work Schedule contained in Section III(I) of the POR, CLEC joint testing will be conducted for Category One and the Uniform Ordering GUI (LEX) as defined in the CLEC Joint Testing section of the FMO contained in this POR. Where applicable, SBC and CLECs will perform Category One and Category Two (Uniform Ordering GUI "LEX") interface testing as negotiated by the parties and documented in a customized test plan. SBC maintains a Joint Release Test Plan template on its CLEC web site that may be used in the development of the customized test plan. Each testing party will meet with SBC and agree on its own set of test scenarios that will be included in the test, applicable entrance and exit criteria and a test schedule. Regression testing will be supported in limited scenarios as agreed upon in the documented test plan. A limited number of test accounts will be made available during CLEC testing. Should the parties not agree that a successful test was achieved within the specified interval, either SBC or the CLEC may initiate an OIS, as described in Section 6.0.
If an OIS call is requested based on the results of joint CLEC testing, the call will be held the Tuesday prior to the scheduled release. A Qualified CLEC, as defined in Section 6.4 of this document, must notify the SBC POR-CMPOC and the CLEC's Account Manager in writing by 12:00 PM Central Time on the Monday prior to the scheduled release implementation.

5.6 SBC Resolution of POR Issues and Responses to CLEC issues
SBC will respond to CLEC OSS POR issues in a timely manner. When a POR related issue is identified or CLECs require a response from SBC, the CLECs and SBC will agree on a timeframe for response and/or resolution to an issue. The issues related to POR will be worked through regular operational channels once the release is in production. The POR-CMPOC will monitor issues related to POR implementation. Type and Severity of the problem or issue will dictate the timeframe for resolution and the method used to work the issue.
   1. CLEC Responsibilities:

   a. Submit issues in writing to the SBC POR CMPOC.

   b.   For issues related to the implementation of a POR release that is already in production, the CLEC will provide backup information, where possible, in the form of examples to both the operational team working on the issue and the POR CMPOC.

   c.   Identify the severity of the POR related issue and the timeliness required for response to the issue.

d. Inform the SBC POR CMPOC of any customer affecting outage issues related to POR implementation that are being worked through regular escalation processes.

2. SBC POR CMPOC Responsibilities:

a. Provide written response to the CLEC acknowledging that the POR Issues have been received.

b. Request additional information regarding the POR issues when necessary.

c. Log the POR issues with date and time received .

d. Engage resources within SBC to determine an expected resolution time.

e. Prepare response to the CLEC which provides the resolution or a timeframe for delivery of a resolution.

5.7 Changes to Legacy/Backend Systems for Pre-Order, Ordering, and Provisioning

SBC will post backend/legacy system changes to the SBC CLEC website to inform CLECs of possible impact to CLEC ordering ability.

6.0 Outstanding Issue Solution

The OIS process may be invoked in the instances described above.

6.1 Process Initiation

The initiating CLEC will provide the SBC POR CMPOC and the CLEC's Account Manager with written notification (via fax, e-mail, or regular mail) of the outstanding issue(s). This notice will include the disputing party's reason(s) for raising the dispute and any alternative recommendations. The CLEC initiating an OIS shall provide a bridge number for the conference call with its initiation notice. In the event more than one CLEC initiates an OIS, SBC shall coordinate with the initiating CLECs to determine which bridge number to use. SBC will notify by e-mail all primary and secondary CLECs' CMPOCs as defined in Section 7.1.

6.2 Issue Timeline

In accordance with the appropriate timelines as set out in the above sections of this document, SBC will publish a summary of all CLEC dispute(s) which will include SBC's position on those disputes. As soon as reasonably practicable after SBC's receipt of the OIS initiation notices, but in no event later than one (1) business day before the

call, SBC will notify the CLECs (via e-mail Accessible Letter) that there is a dispute along with the date, time and bridge for the voting call. Depending on the outcome of an OIS or open issue, CLECs and/or SBC may request a delay of the implementation date.

All parties agree that it is in their mutual interest to expedite the deliverables that are due during the OIS process. All CLECs, including those not qualified to vote in the OIS process, may participate on the OIS calls.

6.3 Dispute Vote

If the parties are unable to reach a solution, a dispute vote may be called by any Qualified CLEC. Discussion on the voting call may include:

- a dialogue for the opposing views

- impacts of a "No" vote on the remainder of the release or other connected releases (applies to changes to existing interfaces only)

- discussion of options

   The vote by Qualified CLECs during the call will resolve the question appropriate to the particular category (e.g., change to existing interface, introduction of new interface or retirement of interface) as follows:

6.3.1 Permitted Votes: The allowed votes are "Yes," "No" and "Abstain". In the event of a "No" vote, CLECs and SBC will discuss options for implementing a partial release.

6.3.2 Retirement of Interfaces: Has SBC provided comparable functionality? The allowed votes are "Yes," "No" and "Abstain".

In the event of a "yes" vote (allowing SBC to retire the interface in the timeframe SBC defined), CLECs who have an interest in continuing to use the retiring interface, beyond the retirement date, should initiate two-party negotiations with SBC. These negotiations will include, but will not be limited to, discussions of the ongoing costs of maintaining a customized interface and its ultimate obsolescence. The OIS process does not apply in this instance.

6.3.3 Post Implementation Emergency Situations: Should SBC begin backout and recovery process? The allowed votes are "Yes," "No" and "Abstain".

6.4 Qualified CLECs

A dispute vote may be necessary on either the 13-state uniform platform or in the case of region specific systems the vote might apply to individual regions only. . To qualify to vote, CLECs must meet the requirements as defined in this section.

6.4.1 Final Release Requirements: If the OIS relates to Final Release Requirements, Qualified CLECs must meet the following criteria to participate in a dispute vote:

- CLECs with a documented intent to implement an FMO interface within six months of SBC's planned implementation or CLECs in production on a PMO

interface and providing service to paying customers are considered qualified. Documented intent is further defined as:

- either a CLEC with a signed Interconnection Agreement ("ICA"), or

- one who is negotiating terms and conditions for access to the interface, subject to acceptable substantiation and sanctioned by a majority vote of the other Qualified CLECs.

- In the case of an OIS relating to Final Release Requirements, both the Uniform Ordering GUI (LEX) and EDI users meeting the above criteria are qualified to vote on LSOR changes.

6.4.2 Post Implementation Emergency Situations
If the OIS relates to a post implementation emergency situation, Qualified CLECs, as defined in this section, must be on the release in question (and may be the Uniform Ordering GUI "LEX" or EDI users) to participate in a dispute vote.

6.4.3 Retirement of Interfaces
If the OIS relates to the retirement of an interface, Qualified CLECs must meet the following criteria to participate in a dispute vote:
CLECs who are currently live production users of the retiring interface.
SBC is qualified to vote in OIS on retirement of interfaces.

6.5 Voting Process
If agreement cannot be reached, any OIS shall be resolved by a dispute vote.
A 50% quorum of all Qualified CLECs (as defined above) is required for a dispute vote to be held. If the dispute involves a release on the uniform platform, the quorum must include 50% of qualified CLECs in that region.   If a quorum is established, a 51% vote of the quorum (i.e., a simple majority vote) is required to change a release requirement, delay implementation of an EDI release, backout a release, or delay retirement of an interface. For OIS on Final Release Requirements dealing with LSOR/common platform document changes, if a 50% quorum of all Qualified CLECs is not established, the vote can still be held if 50% quorum of Qualified CLECs utilizing EDI is established. In the event of a tie, or if no quorum is established, then SBC shall proceed to change, implement, or retire the interface as specified in the Final Release Requirements.
The voting requirements and the qualification criteria listed in this section and the sections above apply in the same way to the Uniform pre-order applications including EDI/CORBA.
A corporation, including all affiliates, is entitled to a single vote, unless the corporation can convince a majority of other Qualified CLECs that it has a legitimate need or right for multiple votes.

7.0 Managing the POR Change Management Process

7.1 POR Change Management Points of Contact (CMPOC)
SBC and each CLEC will designate primary and secondary Change Management Points of Contact (CMPOC) for the regions in which it operates. The CMPOC will serve as the official designee for all matters regarding CMP, including submission of CLEC Change Request forms (described in Appendix H) and notification of critical matters (e.g., OIS). This notification is in addition to the Accessible Letter notification process. The CLECs must provide the CMPOCs' names, telephone numbers, e-mail addresses and fax numbers to the SBC POR-CMPOC and the CLEC's Account Managers. SBC will create the CMPOC list and publish this list on SBC's regional CLEC web sites. It is SBC and the CLEC's responsibility to maintain and update the information on the list.

7.2 Change Management Process Meetings

7.2.1 Scheduled meetings will be held at intervals (at a minimum of once a quarter) agreed upon by SBC and CLECs to review the CMP and discuss development plans. During these meetings, the parties will review the effectiveness of the CMP and agree upon any changes. During the CMP meetings, SBC will share with the CLECs a non-binding, 12-Month Development View, with scheduled release dates. Prior to the close of the meeting, the location of the next meeting will be announced. To facilitate access to CMP documentation, SBC will maintain CMP information on its CLEC web site. At a minimum, SBC's CMP web page will contain:
- Current version of the SBC Competitive Local Exchange Carrier (CLEC) Interface Change Management Process document
- LSR-EDI Joint Release Test Plan Template
- A log of CLEC Change Requests and status as specified in Section 7.3 of this CMP
- References and/or Links to requirements for upcoming releases
- SBC's exceptions to the EDI LSOG Mechanization Specifications

7.2.2 SBC will maintain and distribute at the CMP meetings an Action Item Log containing action items from previous meetings and status. Additionally, during the CMP meetings, SBC will review status of the CLEC Change Requests. The meetings will include discussions of SBC's Development View, as well as any CLEC suggested development to the SBC OSS.

7.2.3 Minutes will be taken during the meetings by SBC. A draft version of the minutes will be distributed to meeting participants for comments or revisions. Revisions and comments will be incorporated into the final minutes. Comments or revisions not

incorporated will be noted in the Accessible Letter distributing the Final Meeting Minutes[37].

7.3 Change Request Process

CMPOCs (see above) may recommend interface changes for future consideration by submitting a Change Request Form to the SBC's CMPOC and its Account Manager (as described in Appendix H). The process and a sample form are included as Appendix H. SBC will maintain a log of these requests and provide status of each. SBC will publish this log on its regional CLEC web sites. In making a decision whether to include a CLEC Change Request in requirements, SBC will consider such factors as industry guidelines, feasibility, costs, user benefits and cost reduction.

7.3.1 Prioritization Process

This process has yet to be developed and is listed as an open issue. CLECs and SBC must agree collaboratively on how prioritization/categorization will be implemented.

7.4 Enforcement of POR CMP

A standing agenda item at the regular CMP meetings will provide an opportunity for SBC and CLECs to assess the effectiveness of the CMP and the need for any revisions.

Both CLECs and SBC will use this opportunity to provide feedback of instances of non-compliance and commit to taking the appropriate action(s).

If after using the discussion opportunity of the CMP meetings, there is consensus that the process is no longer working to the mutual benefit of all, the parties will schedule meetings to begin the re-engineering of the process. If there is no consensus, individual parties may approach the appropriate regulatory body.

Both CLECs and SBC will work to resolve any issue brought before the CMP. However, this process does not limit any party's rights to seek remedies before regulatory or legal arena.

If parties believe that non-compliance has been blatant and that the proposed solutions offered by the offending party(ies) is (are) unacceptable, both SBC and individual CLECs are free to pursue available legal remedies immediately without the need for further discussion at CMP meetings.

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[37] Due to a regulatory requirement in Texas, the SWBT CMP meeting minutes will be filed with the TPUC within two weeks of the meeting.

Appendix A

SYSTEM	SWBT	PB/NB	SNET	Ameritech
GUI INTERFACE				
Order Status	X	X		X
Provisioning Order Status (POS)	X	X		
EASE/BEASE	X			
Starwriter		X		
CCTools/W-CIWin			X	
CESAR On-Line		X		
CPSOS-Prequal (SWB)	X			
TCNet Preorder				X
Verigate	X	X		
3B			X	
LEX	X	X		
PBSM		X		
W-SNAP			X	
GATEWAY INTERFACES				
MSAP			X	
EDI-PreOrdering	X	X		X
CORBA	X	X		
DataGate	X	X		
CESAR (retiring)		X		
EXACT	X			
EDI Ordering	X	X		X
E911 Gateway		X		
LIDB	X	X	X	X
Listings Gateway		X		
DIRECT ACCESS				

SYSTEM	SWBT	PB/NB	SNET	Ameritech
PREMIS (PACBELL)				
SORD	X	X		
MAINTENANCE AND REPAIR				
Trouble Administration	X			X
Trouble Ticket Status				X
OTHER				
BDS Telis (PC and Unix)	X			X
OSS Interface Status - TCNet				X
RMI		X		

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Appendix H
SBC Change Management Process (CMP)
CLEC Change Request (CCR) Process

I. Overview

The purpose of this attachment is to overview SBCs process to receive CLEC Change Requests (CCR). This process identifies how SBC will receive and report the status of CCRs. CCRs are used to request changes to those OSSs, as well as LSOR business rules, included in the SBC/CLEC Change Management Process (CMP). These change requests fall into the following primary categories:

- New Functionality/Process
- Change to Existing Functionality/Process

SBCs OSSs fall into the following categories:

- Pre-Order
- Ordering
- Maintenance
- Billing
- LSOR/LSR Business Rules
- Other

CCRs are submitted by the CLEC CMPOC to SBCs CMPOC and Account Manager, and then reviewed to determine the appropriate system and SME. SBC will maintain a log of these requests and provide status of each. SBC will publish this log on its regional CLEC web sites. Status of CCRs will be updated on SBC's regional CLEC web sites. If approved, the requested change is targeted to a release. Notification of this change will be handled through the agreed upon Change Management Process. If not approved, notification will be sent to the CMPOC and updated on SBC's regional CLEC web sites.

II. Initiator

CCRs will only be submitted by CMPOCs of Qualified CLECs as defined below.

- either a CLEC with a signed Interconnection Agreement ("ICA"), with an implementation schedule for the interface, **or**

- one with a ROU/Memorandum of Understanding ("MOU") for the interface, **or**

- one who is negotiating terms and conditions for access to the interface, subject to acceptable substantiation and sanctioned by a majority vote of the other Qualified CLECs,

and

- CLECs must be in production and be providing service to paying customers (i.e., customers other than employees and/or "friendlies") on the interface, **or**

- CLECs with a documented intent (as described above) to implement the interface within one (1) month of the scheduled release date, including providing service to paying customers (i.e., customers other than employees and/or "friendlies")

III. The Change Request (CR) Form

Each requested change is initiated by a CCR. See Attachment 1 for the CCR form and field descriptions.

IV. The CCR Process

1. The CLEC CMPOC submits a CCR form to SBC's CMPOC and its Account Manager.
   - Only the designated CLEC CMPOC can initiate a CCR.
   - If a CCR is received from someone other than the designated CMPOC, the CCR will be returned requesting that the CCR must be submitted by the CMPOC.

2. The SBC CMPOC notifies the designated CLEC CMPOC (via email or fax) of its receipt of the CCR.
   - This notice informs the CMPOC that the request has been received and the assigned tracking number.
   - This notice will be sent five business days from the receipt of the CCR.

3. **SBC CMP Internal Team reviews the CCR**
   - The SBC CMP Internal Team will review the CCR for validity.
   - If clarification is needed, the SBC CMP Internal Team will direct all questions to the designated CLEC CMPOC.
   - If the CCR is determined to be a valid request, a pending status will be assigned to the CCR and it is sent to the appropriate SBC Internal SME for evaluation.
   - SBC publishes the CCR on its regional CLEC web sites within 14 calendar days of receipt of the CCR.
   - If the CCR is determined not to be a valid request, a not approved status will be sent to the designated CLEC CMPOC through the SBC CMPOC.

4. The SBC Internal SME evaluates the CCR.
   - The SBC Internal SME will evaluate the CCR using the following considerations:
     - Industry guidelines
     - Technical feasibility
     - OSS direction
     - Financial feasibility

5. CCR evaluation results
   - If it is determined that the CCR can be implemented, the CCR is scheduled to a particular release.
   - If it is determined that it cannot be implemented, a "not approved" status will be sent to the designated CLEC CMPOC through the SBC CMPOC.
   - The standard interval to approve or deny the CCR is 30 days from the date of receipt of the CCR. If SBC determines that additional time for analysis is required, SBC will notify the CLEC CMPOC and advise of target date for

decision. CLEC CMPOC may escalate the issue through the Account Team if necessary.

6. Notification of implementation of approved CCRs.
    • If the CCR has been approved, SBC will provide a target implementation date and will follow the agreed upon CMP.

V. Reporting

The SBC CMP Internal Team is responsible for providing accurate and timely information to CLECs regarding CCRs. All CCRs will be shared with the CLEC community via SBC's regional web sites. The CLEC will be identified as the originator of the request, unless the CCR is marked Semi-Private/Proprietary.

The following information will be maintained for each CCR on the SBC's regional web sites:

- CCR Tracking Number
- Originating CLEC
- Applicable Interface
- Description of the change
- Status
- Decision date
- Date Received
- Committed response date

CLECs can provide comments on all CCRs through the Account Manager or SBC's CMPOC
Closed CCR's will be archived on the web

Attachment 1

CCR Form Definitions

1. CLEC (company name) initiating the change request.
2. Name of Account Manager assigned to the CLEC issuing the change request.
3. Click on (mark an "x"in) the appropriate box(es) in which the CLEC is operating.
4. Date the CCR is sent to the SBC Change Management Point of Contact (SBC CMPOC).
5. Click on (mark an "x"in) the appropriate box indicating if the CCR is being sent through email, fax, or other (e.g., paper, mail) medium.
6. Name of Primary CLEC Change Management Point of Contact (CLEC CMPOC) for the CLEC issuing the change request.
7. Telephone Number of the CLEC CMPOC.
8. Address and Room Location of the CLEC CMPOC.
9. Email Address of the CLEC CMPOC.
10. Fax number of the CLEC CMPOC.
11. Click on (mark an "x"in) the appropriate box indicating if the CLEC would like the CCR shared with other CLECs without identifying the originating CLEC, or including the identity of the originating CLEC. All CCRs are shared with other CLECs.
12. Click on (mark an "x"in) the appropriate box indicating if the requested change is a new functionality or process, change to the existing functionality or process, and/or if the requested change is being finalized at the Industry level. Please fill out the corresponding Issue number of the committee currently reviewing the Issue. If the change has been included in an LSOG Version # and EDI release #, please provide that information.
13. Click on (mark an "x"in) the appropriate box indicating if the CLEC is requesting the change with a high, medium, or low priority.
14. Click on (mark an "x"in) the appropriate box corresponding Pre-Order application for which this change is requested.
15. Click on (mark an "x"in) the appropriate box corresponding Ordering application for which this change is requested.
16. Click on (mark an "x"in) the appropriate box corresponding Repair & Maintenance application for which this change is requested.
17. Click on (mark an "x"in) the appropriate box corresponding Billing application for which this change is requested.
18. Click on (mark an "x"in) the box if the requested change affects LSOR/LSR Business Rules, and indicate the LSR form name, field name, and number to the corresponding LSOR/LSR Business Rule for which this change is requested.
19. Click on (mark an "x"in) the box if the requested change affects "Other" categories, and indicate the information for which this change is requested.
20. Include a detailed description of the requested change. Some items to include would be the function within the specific interface or process. Other items to include would be the LSR form name and field name and number within the specified form. If the priority has been deemed high, please provide the detail and reasoning to qualify this request as a high priority. Please note: this verbatim description will be included on the Change Request Log, which will be posted on the CLEC web site.

CMP - CLEC CHANGE REQUEST (CCR) FORM
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

CLEC COMPANY/NAME:	CLEC OPERATING AREA	CCR SUBMITTED:
	☐ Ameritech	DATE:_____
SBC ACCOUNT MANAGER:	☐ Nevada Bell	☐ VIA EMAIL
	☐ Pacific Bell	☐ VIA FAX
	☐ SNET	☐ VIA TCNET
	☐ SWBT	☐ VIA OTHER

PRIMARY CLEC CHANGE MANAGEMENT POINT OF CONTACT (CMPOC) INFORMATION
(Contact for additional details/questions or to whom response will be made)

NAME:	TELEPHONE NO.:	ADDRESS/LOCATION:	EMAIL:	FAX:

PROPRIETARY STATUS
(CMPOC may indicate the degree to which CLEC wishes to share its CCR with other CLECs)

☐ SEMI-PRIVATE/PROPRIETARY – SHARE WITHOUT CLEC IDENTIFICATION

☐ NON-PROPRIETARY – SHARE NON-RESTRICTED

TYPE OF CHANGE:	PRIORITY REQUESTED:
☐ NEW FUNCTIONALITY/PROCESS	☐ HIGH (Critical)
☐ CHANGE TO EXISTING FUNCTION/PROCESS	☐ MEDIUM
☐ INDUSTRY STATUS:	☐ LOW (As resources permit)
☐ Issue #____OBF Initial Closure	
☐ Issue #____SOSC Review	
☐ Issue #____OBF Final Closure	
☐ LSOG #____EDI Release	

OSS FUNCTIONS CATEGORY & SPECIFIC INTERFACE/PROCESS IMPACTED (check appropriate box)

PRE-ORDER	ORDERING		REPAIR & MAINTENANCE	BILLING	LSOR/ LSR BUSINESS RULES	OTHER
☐ EDI	☐ CEASE	☐ E911	☐ Trouble Admin.	☐ Bill Info	☐	☐
☐ Verigate	☐ BEASE	☐ Listings	☐ PBSM	EDI billing (811)		
☐ DataGate	☐ LEX	☐ Starwriter	☐ CCTools	Daily Usage Extract file		
☐ CORBA	☐ EDI	☐ Order Status	☐ MSAP	EMI records?		
☐ CCTools	☐ PBSM	☐ W-SNAP				
☐ MSAP	☐ POS	☐ MSAP				
☐ TCNet	☐ SORD	☐ 3B				

DETAILED DESCRIPTION OF REQUESTED CHANGE (Verbatim Description will be added to the Change Request Log on the web site)
(If Priority = High, provide detail sufficient to qualify CCR as critical)

EMAIL TO: POR CMPOC SEND CC: TO Ameritech, NB, PB, SNET, or SWBT ACCOUNT MANAGER

Attachment 1

CMP - CLEC CHANGE REQUEST (CCR) FORM
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

SBC USE ONLY:

INITIAL PROCESSING		CCR TRACKING NUMBER	REQUEST STATUS	COMMENTS
Date Received:	Date Acknowledged:		☐ PENDING (Under review) ☐ APPROVED ☐ DEFERRED ☐ NOT APPROVED	

EMAIL TO: POR CMPOC SEND CC: TO Ameritech, NB, PB, SNET, or SWBT ACCOUNT MANAGER

Attachment 2

CCR Tracking Number	Originating CLEC	CLEC Primary Contact Name	Interface Affecting	Description

Appendix J

Walk-through Guidelines

Per the 13 State Change Management Process an Initial Walk-through will take place to review the requirements of a new or change to a GUI or EDI application. See sections, 3.3.8.1, 3.5.2,4.2.10.1, and 4.3.4 for definition of Initial Release Requirements timelines.

The following walk-through process will be utilized to provide successful discussion of the requirements definitions.

1. Invite appropriate attendees. The audience of the walk-through should consist of the necessary SMEs who have authority and can make decision regarding the requirements definition of the planned changes. The SME list should consist of a cross section of Business and IT specialists whom have knowledge of the application's purpose and utilization in the OSS.

2. The invitation should specify the affected interfaces and the region(s) within the 13 States. Additionally the invitation should break down the timeline of the meeting to specify the time slot for each affected interface and region to be discussed. This will allow the prospective attendees to isolate the time requirements and resources necessary for the walk-through.

3. The walk-through should not take place unless there is a balanced representation amongst both the CLEC and SBC / Ameritech community. (need to define "balanced")

4. The SME's and CLEC audience shall submit questions, concerns, and issues to their CMPOC prior to the walk-through. The intent is for SBC to have review time prior to the walk-through. This should accelerate the walk-through process by allowing SBC to retrieve answers or arrange appropriate SME representative's availability for the walk-through.

5. An Issue / Resolution template should be created as part of the CMP in order that SBC and CLECs have a standard format for submitting questions / issues.

6. SBC should make all CLEC questions / issues available to the walk-through audience at the time the conference call or face to face meeting time is set. Numbering the issues is appropriate for purposes of discussion during the walk-through. It is recommended that the CLEC issues become part of the requirements document as the "Open Issues" Appendix. As the walk-through proceeds, the resolutions are documented and become part of the "living" Requirements document.

7. There should be an assigned note taker for each walk-through. They shall document the meeting as well as note the applicable status to documented issues as well as capture new issues that may arise during the walk-through.

8. On the day of the walk-through, the CLECs and SBC should agree on the appropriate format of the walk-through based on the documented questions / issues and the change complexity. Once the format of the walk-through is chosen the walk-through shall proceed.

    - Possible Format Choices:
      A) Review Requirements document word for word by reading aloud to the walk-through audience. Address pre-documented issues as they apply during the reading. If new issues are identified they should be documented if a resolution cannot be reached and the walk-through shall continue.

      B) Review Requirements document a section at a time (outline format) and address pre-documented issues as they apply to each outlined section. Any new issues that arise during the walk-through shall be documented if a resolution is not reached during the walk-through. If a resolution is reached, the requirements document should be updated accordingly.

      C) Review the pre-documented issues and any new walk in issues only. Document resolutions when possible and status each issue appropriately.

9. Upon completion of the document walk-through, confirm a CLEC and SME understanding of any open issues.

10. Schedule a follow-up meeting(s) if appropriate; to work open issues to resolution prior to the Final Requirements distribution.

11. Publish the walk-through outcome in the form of minutes of the walk-through as well as an updated issue list and the expectation of issue resolution timeframes.

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